

**General Services Administration**  
Federal Supply Service  
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms, and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through **GSA Advantage!**, a menu driven database system. The internet address for **GSA Advantage!** is: [www.gsaadvantage.gov](http://www.gsaadvantage.gov).

Travel Services Solutions  
Schedule 599

SINS:

599-1, Other Management Consulting Services  
599-2, TMC/Travel Agent Services  
599-1000, Contract Support Items

GS-33F-0019P  
4/19/2004 thru 4/18/2014

Thru Modification PS0012 dated 07/15/2009



**Knowledge Connections, Inc.**

610 Herndon Parkway  
Suite 900A  
Herndon, VA 20170  
Telephone Number: (571) 203-9120  
Fax Number: (571) 203-8809  
[www.knowledgeconnector.com](http://www.knowledgeconnector.com)

Knowledge Connections, Inc. is a Women Owned,  
Service Disabled Veteran Company

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## Customer Information

**1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).** See descriptions and pricing below.

**SIN 599-1: Other Consulting Management Services**  
**SIN 599-2: Travel Management Center/Travel Agent Services**  
**SIN 599-1000: Contract Support Items**

We also offer leisure travel services which may be made available to travelers at their own (not the Government's) expense.

**1b. National Prices.**

See pricing below.

**1c. Rates for SIN 599-1 are hourly rates. The labor category descriptions are below.**

**2. Maximum Order:**

<u>Item Number/SIN</u>	<u>Maximum Order</u>
599-1	\$1,000,000
599-2	\$1,000,000
599-1000	\$1,000,000

**3. Minimum Order:**

\$50

**4. Geographic Coverage.**

Worldwide

**5. Point(s) of Production:**

Knowledge Connections, Inc.  
610 Herndon Parkway  
Suite 900A  
Herndon, VA 20170

## **6. Discount from List Prices or Statement of Net Price.**

Knowledge Connections, Inc. offers long term and quantity discounts under SIN 599-2. The long term discount is 10% after a period of 2 years when there as been 2,500 air transactions in each of those 2 years. Please see item number 7 below for the description of the quantity discount.

## **7. Quantity Discounts.**

Knowledge Connections, Inc. offers a quantity discount, under SIN 599-2, of 10% at the Task Order Level if the following condition is met: when air transactions go above 5,000 air transactions a year. A 10% discount will also be offered on air transactions ranging from 5,000-10,000 year. Anything over 10,000 air transactions per year is negotiable.

## **8. Prompt Payment Terms.**

None

### **9a. Notification that Government Purchase Cards are accepted at or below the micro-purchase threshold.**

Yes, they are accepted.

### **9b. Notification whether the Government Purchase Cards are accepted or not accepted above the micro-purchase threshold.**

Yes, they are accepted

## **10. Foreign Items.**

Not Applicable.

### **11a. Time of delivery.**

30 days.

### **11b. Expedited Delivery.**

Items available for expedited delivery are noted in this price list. Negotiable with individual task orders to meet the needs of the solicitation.

### **11c. Overnight and 2-Day Delivery.**

Negotiable with individual task orders to meet the needs of the solicitation.

**11d. Urgent Requirements.**

Negotiable with individual task orders to meet the needs of the solicitation.

**12. F.O.B. Point(s).**

Destination. Domestic and International.

**13a. Ordering address(s).**

Knowledge Connections, Inc.  
610 Herndon Parkway  
Suite 900A  
Herndon, VA 20170

**13b. Ordering Procedures.**

The ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([www.gsa.gov/schedules](http://www.gsa.gov/schedules)).

**14. Payment Address(s).**

Knowledge Connections, Inc.  
610 Herndon Parkway  
Suite 900A  
Herndon, VA 20170

**15. Warranty Provision.**

Not Provided.

**16. Export Packing Charges, if Applicable:**

Not Applicable.

**17. Terms and Conditions of Government Purchase Card Acceptance (Any Thresholds above the Micro-Purchase Level).**

Government Purchase Cards are accepted as a form of payment for orders exceeding the micro purchase threshold.

**18. Terms and Conditions of Rental, Maintenance, and Repair.**

Not Applicable.

**19. Terms and Conditions of Installation.**

Not Applicable.

**20. Terms and Conditions of Repair Parts Indicating Date of Price Lists and Any Discounts from List Prices**

Not Applicable.

**20a. Terms and Conditions for any Other Services.**

Negotiable at the task order level.

**21. List of Service and Distribution Points.**

Knowledge Connections, Inc.  
610 Herndon Parkway  
Suite 900A  
Herndon, VA 20170

**22. List of Participating Dealers.**

Not Applicable

**23. Preventive Maintenance.**

Not Applicable

**24a. Special Attributes Such As Environmental Attributes.**

Not Applicable

**24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found.**

This information can be found at: [www.knowledgeconnector.com](http://www.knowledgeconnector.com). The ETI standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**25. Data Universal Number System (DUNS) number:**

Fredericksburg: 095715368  
Herndon: 808154012

**26. Notification Regarding Registration in Central Contractor Registration (CCR) Database.**

Yes

**27. Points of Contact**

Marion J. Bonhomme-Knox – [marion.bk@theknowledgeconnection.com](mailto:marion.bk@theknowledgeconnection.com), 571-203-9120

Or

Quinton Knox – [quinton.knox@theknowledgeconnection.com](mailto:quinton.knox@theknowledgeconnection.com), 571-203-9060

## **SIN 599-1: Other Consulting Management Services**

### **Labor Category Descriptions**

#### Program Manager

Renowned high-level technical/administrative professional with an advanced technical degree(s) up to 15 years of experience. Alternative experience allow for up to 20 years with an advanced technical degree, or at least 20 years with a technical degree or certificate. Adept in senior management and leadership ability and serves as supervisor of multiple programs in excess of one million dollars. Capable of all aspects of program management and, professional staff development, problem solutions, client interface, marketing, and corporate development with outstanding scientific and engineering skills.

#### Senior Principal Specialist III

Distinguished high-level technical/administrative professional with and advanced technical degree(s) and at least 10 years of experience. Alternate experience allow for at least 15 years with an advanced technical degree, or up to 20 years with a technical degree or certificate. Knowledgeable in senior management and leadership ability and serves as supervisor of multiple programs in excess of one million dollars. Is actively involved in program management, professional staff development, problem solutions, client interface, marketing, and corporate development with outstanding scientific and engineering skills.

#### Principal Analyst II

Outstanding technical profession with an advanced technical degree(s) and up to 6 years of experience. Alternative experience allow for at least 6 years with an advanced technical degree, or up to 8 years with a technical degree or certificate. Possesses high-level management skills and leadership ability, as well as scientific skills. Serves as task leader of programs in excess of one-quarter million dollars. Involved in aspects of some functions such as program management, problem solutions, and client interface.

#### Senior Analyst III

Senior technical analyst with an advanced technical degree and at least 4 years of experience. Alternative experience allow for up to 6 years with an advanced technical degree, or at least 6 years with a technical degree or certificate. Possess solid advanced management, analytical, technical, and communication skills. Serves as task leader on projects less than \$100,000, and also on specific research projects. Involved in some aspects of project coordination, and marketing support. Understands scientific, mathematical, and engineering principles.

#### Lead Analyst

Mature technical analyst with at least 2 years of experience and an advanced technical degree. Alternative experience allow for up to 4 years with a technical degree or certificate, or at least 4 years with an associate technical degree (or certificate). Knowledgeable in project management on small tasks. Has a broad understanding of scientific and mathematical concepts. Participates in project coordination and support.

Possesses technical and communication skills, and is able to interact independently with clients. Serves as task leader on assigned research projects and supports internal administration of projects.

### Research Analyst III

Technician with up to 2 years of experience and a technical degree or certificate. Alternative experience allow for at least 2 years with an associate technical degree (or certificate), or up to 4 years with a high school diploma (or equivalent). Skilled in providing technical support services such as drafting, design layouts, data calculations and refinements, graphic presentations, etc. Serves as an assistant researcher on specific tasks and projects.

### Lead Support III

Clerk/Typist with an associate technical degree (or certificate) and up to 2 years of experience, or with a high school diploma (or equivalent and up to 4 years of experience. Highly experienced in efficiently providing high quality word processing, accounting and office management and support services with minimal guidance and supervision. Also provides excellent support for multiple organizational projects when necessary.

## **B.5.1 SIN 599-1, Travel Consultant Services**

The prices below are inclusive of the [INDUSTRIAL FUNDING FEE](#). The Service Contract Act does NOT apply to SIN 599-1.

Description	Unit of Issue	GSA Rate
<b>Travel Consulting Services</b>		
Program Manager	Per Hour	\$110.51
Senior Principal Specialist III	Per Hour	\$100.35
Principal Analyst II	Per Hour	\$69.41
Senior Analyst III	Per Hour	\$58.05
Lead Analyst	Per Hour	\$45.80
Research Analyst	Per Hour	\$31.07
Lead Support III	Per Hour	\$27.18
Administrative Travel Office	Per Hour	\$39.40
Travel Accounting Specialist	Per Hour	\$39.40
Administrative Travel Office Assistant	Per Hour	\$32.30

### **B.5.1.1 DEFINITIONS:**

**Permanent Change of Station (PCS):** The relocation of an employee to a new official station or post of duty for permanent duty.

**Special Publication 800-87 (SP 800-87):** Provides agency organizational codes used under this schedule for reporting purposes. This standard data element may be used for the interchange of information on federal operations when that information is identified by organization. This publication is available at <http://csrc.nist.gov/publications/nistpubs/index.html>

**Temporary Change of Station (TCS):** The relocation of an employee to a new official station for a temporary period (not less than 6 months, nor more than 30 months) while the employee is performing a

long-term assignment and subsequent return of the employee to the previous official station upon completion of that assignment.

**Temporary Duty Travel (TDY):** Travel at a place, away from an employee's official duty station, where the employee is authorized to travel.

#### **B 5.1.2 DESCRIPTION OF WORK**

The Contractor shall provide travel and relocation consulting and related services to assist the Government in meeting its travel needs for temporary duty travel, relocation and/or temporary/permanent change of station, etc. This may include, but is not limited to, travel management, travel security, travel technology and the following:

Analysis	Assessment	Auditing	Benchmarking
Change management	Consulting	Data collection and analysis	e-commerce
Facilitation	Marketing	Market research	Operational overviews
Operational Support	Outsourcing	Per Diem and Allowance	Performance metrics
Policy development/review	Preferred supplier programs	Development/Assessment	Product evaluations
Re-engineering	Requirements development	Reporting	Risk assessment
Security	Studies	Surveys	Technology
Testing	Training	Travel card analysis/studies	Travel management
Voucher review	Voucher examination		

Typical tasks may include, but are not limited to:

- Develop strategies to support agency adoption of ETS
- Study current travel management processes and recommend efficiencies
- Identify security needs relative to travel
- Analyze travel card data to facilitate program management
- Re-engineer relocation processes
- Assess preferred supplier programs
- Develop requirements and/or specifications for travel needs
- Evaluate proposals, services, contractor performance or products
- Conduct customer satisfaction surveys
- Test technologies
- Provide trend analysis of agency travel spends to enable budget forecasting
- Facilitate meetings
- Provide operational support (review travel requests, vouchers, etc.)
- Audit distribution channels and travel service providers (e.g., travel agents, GDS, etc.)

#### **B.5.1.3 SCOPE & COMPLEXITY**

The Contractor shall:

- Provide a full range of services necessary to satisfy ordering agencies' travel consulting requirements. The Government is seeking services that industry normally accords to commercial customers.
- Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Scope of the Contract clause.
- Be capable of handling multiple task orders simultaneously.

#### **B.5.1.4 REQUIREMENTS**

The Contractor shall:

- Provide travel and relocation consultant services as ordered by agencies and specified herein.
- Ensure that its staff maintains any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- Perform services and ensure deliverables that are compliant with Government travel and relocation regulations. The Federal Travel Regulation, the Foreign Affairs Manual (FAM), the Joint Federal Travel Regulations (JFTR), Joint Travel Regulations (JTR), other applicable travel regulations, and related agency policies establish the Federal travel process.
- Provide the same level of service provided to commercial/corporate customers.

#### **B.5.1.5 TRAVEL MANAGEMENT SERVICE/SYSTEM REQUIREMENTS**

In support of ETS/DTS as specified in agency task orders, the Contractor shall ensure that products/services provided to participating agencies complement and support the E-Gov Travel Service (ETS) and/or Defense Travel System (DTS) and their respective objectives in an efficient and cost-effective manner.

#### **B.5.1.6 GSA REPORT REQUIREMENTS**

The Contractor shall provide the GSA Contracting Office with a quarterly report that details each ordering agency's travel consulting expenditures for the given report period, and provide a cumulative total across all agencies serviced, by type of service ordered. Please note, the Government operates on a fiscal year basis of October 1 through September 30 of each year. The report is due by the 15<sup>th</sup> calendar day after the end of each report period (i.e., due January 15, April 15, July 15, and October 15). The information shall be provided in an electronic commercial format readable in Microsoft Excel 2002, SP-2 and emailed to [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: Quarterly Travel Consulting Report, By Agency, or at GSA's option, through an automated reporting tool provided by the GSA or third party as designated by GSA. All GSA reporting is at no additional cost to the Government. Data fields to be reported are:

<b>SP 800-87 Code</b>	<b>Agency Name</b>	<b>Description of Services</b>	<b>Dollar Value</b>

## SIN 599-2: Travel Management Center/Travel Agent Services

**B.5.2 Also known as Travel Management Centers or TMCs, or Commercial Travel Offices or CTOs – the terms are interchangeable.**

The prices below are inclusive of the \$1.50 IFF [please note, use SIN 599-1000 to fill out pricing for contract support items to provide travel agent services]. The Service Contract Act applies to SIN 599-2.

Description	Unit of Issue	GSA Price
Full Service, Air/Rail, Domestic	Transaction A	\$26.75
Full Service, Air/Rail, International	Transaction A	\$26.75
Full Service, Hotel/Car Only, Domestic	Transaction B	\$9.50
Full Service, Hotel/Car Only, International	Transaction B	\$9.50
Self Service, Air/Rail, Domestic	Transaction A	\$11.00
Self Service, Air/Rail, International	Transaction A	\$11.00
Self Service, Hotel/Car, Domestic	Transaction B	\$6.50
Self Service, Hotel/Car, International	Transaction B	\$6.50
Full Service, Small Group Travel (3-9 travelers on same itinerary) Domestic	Transaction A	\$50.00
Full Service, Small Group Travel (3-9 travelers on same itinerary) International	Transaction A	\$50.00
Full Service, Small Group Travel (3-9 travelers on same itinerary), Hotel/Car Only, Domestic	Transaction B	\$50.00
Full Service, Small Group Travel (3-9 travelers on same itinerary), Hotel/Car Only, International	Transaction B	\$50.00
Full Service, Large Group Travel (10-20 travelers on same itinerary) Domestic	Transaction A	\$100.00
Full Service, Large Group Travel (10-20 travelers on same itinerary) International	Transaction A	\$100.00
Full Service, Large Group Travel (10-20 travelers on same itinerary), Hotel/Car Only, Domestic	Transaction B	\$100.00
Full Service, Large Group Travel (10-20 travelers on same itinerary), Hotel/Car Only, International	Transaction B	\$100.00
Fulfillment Only, eTS/DTS	Transaction A	\$8.00
Fulfillment Only, eTS/DTS	Transaction B	\$8.00

### B.5.2.1 DEFINITIONS:

**Accommodated TMC:** A Travel Management Center (TMC) or Commercial Travel Office (CTO) that is under contract directly through the GSA Travel Services Schedule (TSS) and works closely with the E-Gov Travel Services (ETS) or Defense Travel System (DTS) contractor to provide a full range of travel services as described within the customer agency TSS task order.

**Airline Reporting Corporation (ARC):** An airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement in the United States, Puerto Rico and the U.S. Virgin Islands.

**City Pair Program:** GSA's procurement program for air passenger transportation services. The GSA travel card or Government Transportation Request (GTR) is the only form of payment accepted under the City Pair Program.

**Centrally Billed Account:** A travel card/account established by the Contractor at the request of the agency/organization. These may be card/cardless accounts. Payments are made directly to the Contractor by the agency/organization.

**CONUS:** Within the 48 contiguous States and the District of Columbia.

**Dual Fares:** In certain markets, there are two awarded contract City Pair fares, including an unrestricted fare (YCA), and a capacity controlled fare (\_CA) with the number of seats available as the only restriction. Use of either fare satisfies the requirement to use the contract carrier. [The blank before CA (\_ CA) refers to an alpha character variable that may be applied by various airlines.]

**Embedded E-Gov Travel Service (ETS) TMC:** A TMC that is a subcontractor directly to an ETS contractor in order to provide a full range of TMC services as described within the ETS Master Contract, and as specifically ordered through the customer agency ETS task order.

**FEDROOMS:** GSA's procurement program for individual lodging facilities in specific geographical areas of the Continental United States to provide Federal travelers with guaranteed rooms at guaranteed rates that are at or below the per diem rate.

**Fiscal Year:** October 1 through September 30 for the Government.

**Global Distribution System:** A computer reservation service/system (CRS), typically owned jointly by airlines or travel suppliers, that includes reservation databases for a large number of international airlines, rail carriers, lodging providers, rental car agencies, etc. GDSs are used by Travel Agencies to reserve worldwide travel accommodations for their customers.

**Government Transportation Request:** A U.S. Government transportation request issued and used only for officially authorized passenger transportation for the account of the United States.

**Individually Billed Charge Card:** A Government contractor-issued charge card issued to authorized employees to pay for official travel expenses for which the charge card contractor bills the employee.

**Industrial Funding Fee (IFF):** The IFF reimburses the General Services Administration for the costs incurred in procuring and managing the Travel Services Solution Schedule.

**International Air Transportation Association (IATA) Number:** Number used to identify the travel agent.

**Invitational Travel:** Authorized travel of individuals either not employed or employed (under 5 U.S.C. 5703) intermittently in the Government service as consultants or experts and paid on a daily when-actually-employed basis and for individuals serving without pay or at \$1 a year when they are acting in a capacity that is directly related to, or in connection with, official activities of the Government. Travel allowances authorized for such persons are the same as those normally authorized for employees in connection with TDY.

**OCONUS:** Outside of the 48 contiguous States and the District of Columbia.

**Passenger Information:** PNR locators, names, dates of service; ticket numbers; carrier/rental car company/hotel name & code; class of service; base fare/tax/total ticket amounts; departure and arrival airport codes by segment; origin and destination markers; reason codes; lowest available fares; ticket designator; user-defined ID fields, and car rental rate types. Contractors must delete all Personal Identifiable Information (PII) from all GSA reports.

**Passenger Name Record (PNR):** A file in a Global Distribution System or Computerized Reservation System that contains all the pertinent information relating to a specific reservation.

**Per Diem Allowance:** A daily payment for lodging, meals, and related incidental expenses used instead of reimbursement for actual expenses.

**Special Publication 800-87 (SP 800-87):** Provides agency organizational codes used under this schedule for reporting purposes. This standard data element may be used for the interchange of information on federal operations when that information is identified by organization. This publication is available at <http://csrc.nist.gov/publications/nistpubs/index.html>

**Temporary Duty Travel (TDY):** Travel at a place, away from an employee's official duty station, where the employee is authorized to travel.

**Transaction A - Air and/or Rail Ticket with or without Lodging and/or Car Rental**

**Reservations:** Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not refundable if the travel is subsequently cancelled. The transaction fee covers the processing of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Research of travel arrangements, changes to existing arrangements, and air/rail reservations for which tickets are not generated shall not be considered Type A transactions.

**Transaction B - Lodging and/or Car Rental Reservations:** Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements, changes to existing arrangements, and reservations that are cancelled prior to the check-in date shall not be considered Type B transactions

**Travel Authorization:** Written approval to travel on official business.

Blanket Travel Authorization: Written approval to travel on official business for a given period of time, normally 1-year.

Trip-by-Trip: Written approval to travel on official business on a trip-by-trip basis.

**Travel Management Center (TMC) or Commercial Travel Office (CTO):** A company under contract with an agency to arrange travel services for Federal employees on official travel, including tickets and transportation, and reservation of accommodations.

**B.5.2.2 DESCRIPTION OF WORK**

The Contractor shall provide professional travel agent and related services to assist the Government and the ETS PRIME CONTRACTOR in meeting its travel needs for various types of domestic and international travel (e.g., invitational, TDY, blanket, trip-by-trip). This may include, but is not limited to, the following:

Airline service	Accounting service	Arrangement	Booking
Business services	Car rental service	Commission follow-up	Credit and refund services
Delivery service	Destination services	Documentation	Emergency services
Enroute services	Frequent traveler programs	Fulfillment	International services
Invoicing	Itineraries	Lodging service	Messaging
Meeting services	Integration	Onsite/offsite support	Outsourcing
Passport services	Performance standards	Policy support	Preferred supplier programs
Profiles	Quality assurance/control	Rail service	Receipts
Reconciliation	Reporting	Reservations	Routing
Support services	Ticketing	Training	Transportation services
Traveler services	Technology	Unused ticket accounting	User support
Visa services	Call center services	Operational support	

Typical tasks may include, but are not limited to:

- Arrange and fulfill official travel for individuals and groups
- Ensure travel services are booked with Government contract/agreement holders
- Provide policy support
- Reconcile centrally billed accounts
- Provide management reports
- Provide onsite travel agent services

Agencies will identify specific requirements when following the ordering procedures in FAR 8.4.

Note that work associated with ETS/DTS may require the TSS vendor to provide reports that include but are not limited to air/rail, car, and hotel data.

#### **B.5.2.3 SCOPE & COMPLEXITY**

The Contractor shall:

- Provide a full range of services necessary to satisfy ordering agencies' travel management requirements. The Government is seeking services that industry normally accords to its customers.
- Be capable of providing services for ordering agencies with multiple organizational levels and geographic locations nationwide and/or worldwide as specified in the Scope of the Contract (Clause [I-FSS-103](#)).
- Be capable of handling multiple task orders simultaneously.

#### **B.5.2.4 GENERAL REQUIREMENTS**

The Contractor shall:

- (a) Provide travel agent services as negotiated and ordered by agencies and as specified herein. The Privacy Act and Service Contract Act apply to travel agent services.
- (b) Ensure that its company and staff maintain any generally required professional certification, accreditation, license, bond, and proficiency relative to their area of expertise. This includes, but is not limited to, adherence to a code of conduct through the Association of Retail Travel Agents or the American Society of Travel Agents, training provided by the Institute of Certified Travel Agents and the Society of Government Travel Professionals, accreditation by supplier organizations such as Airline Reporting Corporation, compliance with State and local licensing requirements, if any, etc. The Contractor shall retain documentation of such records. The Government will not pay for expenses to meet this requirement.
- (c) Provide dedicated Government support similar to what is available to commercial clients.
- (d) Provide a toll-free or collect telephone number for both domestic and international customers.
- (e) Provide 24 hours x 7 days/week x 365 days/year service or as requested by agencies.
- (f) Ensure that travelers have access to and are aware of all Government contract fares and Government preferred suppliers, subject to the restrictions noted below in subparagraph (7), City Pair Program (CPP) Requirements, and per diem rates (unless actual expenses are authorized). Fulfill travel requirements with all Government contract and preferred suppliers.
- (g) Ensure delivery of services provided is in compliance with the Government's travel regulations. This may include, but not be limited to, reservation, booking and fulfillment of travel services with mandatory programs (e.g., Airline City Pair Program), preferred suppliers (e.g., FEDROOMS lodging), car rental (Military Surface Deployment & Distribution Command (SDDC)), and agency-specific policies; and processing credits and refunds for unused, partially used or exchanged tickets. The Federal Travel Regulation (FTR), Joint Travel Regulation (JTR)/Joint Federal Travel Regulation (JFTR) for DoD civilian and military members, Foreign Affairs Manual (FAM), and other applicable travel regulations, and related agency policies regulate the Federal travel process.
- (h) Provide the same level of service as provided to its commercial customers, including prompt reconciliation of centrally billed accounts. The Contractor shall reconcile centrally billed accounts within 5 business days of the receipt of travel card information, or within a timeframe mutually agreed upon at the task order level. File formats may be obtained by contacting the contractor.
- (i) Service Level Agreements (SLAs) may be proposed at the task order level to the extent the terms of such agreements do not conflict with the terms and conditions of this Schedule (see paragraph, Order of Precedence, of Clause 52.212-4) and can be used in conjunction with Performance Incentives. SLAs may be negotiated with ordering agencies. An informational copy of all SLAs shall be provided to the GSA Contracting Officer at [onthego@gsa.gov](mailto:onthego@gsa.gov) within 5 business days of execution.
- (j) Provide Government agencies with standard commercial and custom reports as requested. This includes, but is not limited to, pre- and post-trip reporting, travel booking analysis (e.g., air, hotel, car, other), policy compliance reporting, exception reporting, fare basis, top travel

destinations/markets/vendors, reconciliation reports, unused tickets, class of service (e.g., first class) required by travel regulations.

Provide GSA with task order information for each ordering agency. The Contractor shall develop and maintain a current database of agencies/organizations serviced under this contract. The database shall include, the agency/organization task order number, est. dollar volume of the task order, the agency/organization name; the agency/organization point of contact; and the address; telephone/facsimile numbers and e-mail address (if available) for the point of contact. Within five (5) business days of a request from GSA, the Contractor shall provide a current report of the agency/organization program data.

The Contractor shall provide a copy of all Task Orders and any subsequent modifications to GSA. After receipt of an awarded task order, the Contractor shall provide one complete electronic copy of the task order and its technical and price proposal and all subsequent modifications thereto, to the GSA Contracting Officer or his representative within 10 calendar days after execution. Copies should be emailed to [onthego@gsa.gov](mailto:onthego@gsa.gov)

- (k) Provide GSA with data or reports upon request or at a regularly defined interval. All GSA Reporting is at no cost to the Government. Please note: the Government operates on a fiscal year basis of October 1 through September 30 of each year. The information shall be provided in an ASCII, semi-colon delimited flat file (or other standard industry format specified by GSA), or at GSA's option, through an automated reporting tool provided by the GSA (e.g., TMC Trak) or to a third-party provider. Reports or data are due to the GSA Contracting Officer at [onthego@gsa.gov](mailto:onthego@gsa.gov) (unless a designated representative is provided) within 15 calendar days of the request. An example of potential data elements, for domestic and international travel (transportation, lodging and car rental) that may be requested shall include only non-PII, but not be limited to those in Attachment 5. Task orders do not supersede GSA's rights under this contract. The Contractor shall provide GSA with data or reports as specified in this contract without requiring or seeking authorization at the task order level. All data is owned by the Government and shall be reported to GSA or its designated data aggregation service provider. All PII information should be removed from GSA reports.

Air travel data must reflect origin and final one-way destination (connections (legs, segments) are not reported). These data are not limited to only the awarded Airline City Pair routes. Contractors must report domestic U.S. city pairs by separate airport codes in alphabetical order, first by city, then by state. [For example, Columbus, GA is before Columbus, OH. Atlanta, GA/Denver, CO and Denver, CO/Atlanta, GA are to be reported only as ATL/DEN, regardless the direction of the travel. Contractors must report international city pairs by city code, alphabetized by US city, then US state, then by international country and city. Travel must be reported using these requirements and sequences, regardless of direction. For example, travel between Washington and London is to be reported as WAS/LON (but not LON/WAS, IAD/LHR, or BWI/LON), regardless the direction of travel or city airport used.

- (l) The following are examples of reports that GSA may request.

Agency reports: The Contractor shall provide monthly reports that detail agency travel expenditures for the given report period. Reports are due to the GSA Contracting Officer within 15 calendar days of the report period end (e.g., for October report end, delivery of report shall be not later than November 15, or the next business day if the due date is on a weekend or Federal holiday). Domestic and international travel shall be reported separately. For domestic and international travel (transportation, lodging and car rental), reported data elements shall include, but not be limited to, IATA number, Government agency 4-digit FIPS code, SIN, report period, number and dollar value of booking transactions, number and dollar value of cancellations, number and dollar value of refunds, number and dollar value of change fees assessed, number and dollar value of other fees assessed, number and dollar value of unused tickets; number of room nights booked by vendor; etc.

Governmentwide reports: The Contractor shall provide monthly reports that detail Federal Government travel expenditures for a given report period. Reports are due to the GSA Contracting Officer within 15 calendar days of the report period end (e.g., for October report end, delivery of report shall be not later than November 15, or the next business day if the due date is on a weekend or Federal holiday). Domestic and international travel shall be reported separately. For domestic and international travel (transportation, lodging and car rental), reported data elements shall include, but not be limited to, IATA number, Government agency 4-digit FIPS code, SIN, report period, number and dollar value of booking

transactions, number and dollar value of cancellations, number and dollar value of refunds, number and dollar value of change fees assessed, number and dollar value of other fees assessed, number and dollar value of unused tickets; number of room nights booked by vendor; etc.

**Top 100 vendor reports:** The Contractor shall provide a summary vendor analysis report that details the quarterly and cumulative booked sales and transactions of the top 100 merchants/vendors, by individual merchant/vendor, city, state, and service type (e.g., air, hotel, car rental, etc.) in total booked dollars and total number of transactions. Reports are due to the GSA Contracting Officer within 15 calendar days of the report period end (e.g., for the first fiscal year report quarter end (Oct – Dec), delivery of report shall be not later than January 15, or the next business day if the due date is on a weekend or Federal holiday). Domestic and international travel shall be reported separately

**NOTE:** Upon notification by GSA that an alternative method of obtaining reports is available, the TMC/CTO will no longer have to submit the specified monthly reports.

- (m) **Leisure Travel:** The Contractor may include the ability to plan and book leisure (personal) travel conducted in conjunction with official travel provided:
  - Leisure travel services are provided at no cost to the Government, including any costs for development, maintenance, operation, customer support, etc.
  - Travelers cannot book City-Pair or other Government-negotiated fares (which are not authorized for personal use) for leisure travel.
  - A method for direct payment by the traveler is provided for personal travel.
  - Travelers may book FEDROOMS rates for leisure travel if the hotel approves.
- (n) **Unused Tickets:** The Contractor may include the service to redeem unused/partially used tickets (both e-tickets and paper tickets) on behalf of the ordering agency. This includes, but is not limited to, identifying unused tickets, completing necessary forms for their refund, submitting the claim to the carrier, receipt, accounting and reconciliation of the refund, and reporting such activity. Such services should be offered under SIN 599-1000.

#### **B.5.2.5 COMMISSIONS**

In accordance with the industry practice of rebating commissions on international air travel, the Contractor shall rebate its airline commissions to the ordering agency to reduce in whole or in part the ordering agency's costs for travel agent fees as negotiated in the task order.

#### **B.5.2.6 E-GOV TRAVEL SERVICE REQUIREMENTS**

In support of E-Gov as specified in agency task orders, the Contractor shall:

- (a) Ensure that products/services provided to participating agencies complement and support the E-Gov Travel Service and its objectives in an efficient and cost-effective manner. The objective of the ETS is to:
  - ✦ Consolidate travel processes at the Government-wide level;
  - ✦ Consolidate travel processes through the common Government-wide E-Gov Travel Service
  - ✦ Consolidate data to enable leveraging the Government's travel buying power;
  - ✦ Provide an integrated, web-based travel management environment that is customer-centric, self-service, and offers end-to-end travel services from travel planning, reservation and ticketing services through voucher approval and common data output for agency financial systems;
  - ✦ Facilitate and simplify the travel process for the Federal traveler, and improve customer service to the Federal traveler; and foster superior customer satisfaction;
  - ✦ Accelerate reimbursement of travel expenses to the Federal traveler and to travel charge card vendors;
  - ✦ Enable central travel management and make travel procedures configurable at the department, agency, and subordinate organization levels;
  - ✦ Minimize or eliminate the Government's capital investment as well as Government-wide operational and maintenance costs;
  - ✦ Significantly reduce the cost of Federal travel management to achieve dramatic savings by avoiding unnecessary duplication of automation efforts by the various federal agencies;

- ✦ Provide Government-wide consolidated and aggregated data to support world class travel management and afford greater visibility into Federal travel processes for continued management improvement and cost savings;
  - ✦ Leverage commercial and Government travel management best practices and adopt commercial standards and practices wherever possible;
  - ✦ Maximize the use of open architecture standards, as well as leverage industry standards and commercially available services and support items.
- (b) Work and exchange data with the E-Gov contractor under contract with the Government as specified in the task order. This may include interfacing/integrating with the ETS provider by providing contact information, telephone numbers, file formats/sample PNRs, open branch access/pseudo city codes; participating in subcontractor/teaming agreements; participating in training and/or meetings; non-disclosure agreements; synchronization and security requirements; testing requirements; etc. Unless otherwise mutually agreed to between the E-Gov and TSS contractors, ownership of the PNR shall reside with the ticketing entity. Each ETS contractor's standards for accommodating non-ETS travel agent service providers are obtained by contacting the contractor.
- (c) The Contractor must state its understanding that its services, products and processes offered must complement the E-Gov Travel Service for all civilian agencies using the E-Gov Travel. If the Contractor is offering a booking engine in conjunction with its offered services, it must state its understanding that such a booking engine may only be offered to those agencies not participating in the ETS (in full or in part) and/or to those agencies not subject to the Federal Travel Regulation.

#### **B.5.2.7 DEFENSE TRAVEL SYSTEM REQUIREMENTS (DTS)**

While DoD is an authorized user of this schedule, DoD has traditionally contracted separately for TMC/CTO Services. In the event DoD uses this schedule, and in support of its travel system, DTS, the Contractor shall ensure that products/services provided to DoD customers complement and support the DTS and its objectives in an efficient and cost-effective manner as specified in any task order that may be issued by DoD.

#### **B.5.2.8 CITY PAIR PROGRAM (CPP) REQUIREMENTS**

The Contractor shall:

- (a) Ensure that city pair contract fares are booked unless a valid exception applies.
- There are currently two types of City Pair coach class contract fares, both of which are fully refundable, with no penalties or change/cancellation fees attached:
    - Dual fare (\_CA) – this fare is capacity controlled, but no other restrictions apply to this fare. When booking this fare, a simple override entry may be required to bypass ticketing requirements. A \_CA fare should be used to the extent practical if it is available and meets the customer's Government travel needs.
    - YCA fare – this fare is an unrestricted coach fare.
  - Though available only to military and Government personnel, DG fares are not contract fares. They are only to be quoted and/or used when one of the exceptions to the contract fares is applicable.
  - Where no contract fare exists and common carriers furnish the same service at different fares between the same points for the same type of accommodations, the Contractor shall ensure that travelers use the lowest available fare in accordance with the ordering agency's policies unless the ordering agency determines that the use of higher cost service is more advantageous to the Government. This includes, but is not limited to a:
    - Combination of contract fares; or
    - Combination of a contract fares and the lowest available fare.

In addition, the Contractor shall ensure that fare rules are followed in accordance with the Airline Tariff Publishing Company tariffs or as contained in the carrier's contract of carriage for domestic markets, and for international markets, in accordance with the Fly America Act and the International Air Transportation Association tariffs or as contained in the carrier's contract of carriage where no contract fare exists.
- (b) Ensure that only authorized users of the CPP, as specified by the GSA, are given access to contract City-Pair fares. This entails understanding the Government's list of eligible/non-eligible entities (free training will be provided by the GSA on request—contact [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: CPP Training).
- (c) Ensure that Government contractors are not provided access to contract City-Pair fares.

- (d) Ensure that when Government contractors need to travel for a Federal customer, that the travel is arranged using the proper form of payment and account numbering sequence that denotes no access to the CPP.
- (e) Ensure that reason codes stated (Attachment 4) and in Government travel management systems such as ETS/DTS are captured for each air transaction.
- (f) Document and report City Pair usage/non-usage (see also AIRLINE CITY PAIR REPORTS).
- (g) Provide information as to fare availability when dual fares (two coach class contract City-Pair fares) exist for a requested City Pair.
- (h) Provide the following CPP reports to the GSA as noted below:

**Total Travel Report – Annual:**

Data shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after each completed Government fiscal year in a format readable in Microsoft Excel and sent to [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: Total Travel Report - Annual. The first report (**covering date of award – September 2009**) is due by **October 15, 2009**. Subsequent reports are to include data for the complete Government fiscal year.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	3	Airport/city pair code 1	First airport; origin; see footnote <sup>1</sup>
2	Text	3	Airport/city pair code 2	Second airport; final one-way destination
3	Numeric	10	Number of trips	
4	Text	8	Fare basis code	
5	Numeric	10	Transactions where the FIFTH digit of the travel card is 6, 7, 8 or 9	
6	Numeric	10	Transactions where the FIFTH digit of the travel card is 0, 1, 2 or 3	
7	Numeric	10	Total dollars	See footnote <sup>2</sup>
8	Numeric	10	Dollars where the FIFTH digit of the travel card is 6, 7, 8 or 9	
9	Numeric	10	Dollars where the FIFTH digit of the travel card is 0, 1, 2 or 3	
10	Numeric	10	Total Fees	See footnote <sup>3</sup>
11	Numeric	10	Total Taxes	See footnote <sup>4</sup>

**Agency Travel Report – Monthly:**

This report shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after all months with account activity, beginning with **month after contract award**, in a format readable in Microsoft Excel and sent to [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: Agency Travel Report - Monthly.

Field No.	Field Type	Field Length	Field Name	Comments
1	Alpha-numeric	4	Agency / Organization	SP 800-87 95-2
2	Text	2	Carrier <sup>5</sup>	
3	Text	3	Airport/city pair code 1	First airport; origin
4	Text	3	Airport/city	Second airport; final one-way destination

<sup>1</sup> Sum of total fares (excluding taxes and fees/surcharges).

<sup>2</sup> Total applicable fees/surcharges (when available).

<sup>3</sup> Total domestic/international taxes (when available).

<sup>4</sup> This includes summarized trip data where the first letter of fare basis code(s) for the entire trip, including any connections, is any letter other than “Y” and the second and third letters are “CA”.

			pair code 2	
5	Numeric	10	YCA Trips	Number of trips with a YCA fare basis code
6	Numeric	10	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharges
7	Numeric	10	YCA Fees	Total YCA fare basis code fees
8	Numeric	10	YCA Taxes	Total YCA fare basis code taxes
9	Numeric	10	_CA Trips	Number of trips with _CA fare basis code <sup>6</sup>
10	Numeric	10	_CA dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
11	Numeric	10	_CA Fees	Total _CA fare basis code fees
12	Numeric	10	_CA Taxes	Total _CA fare basis code taxes
13	Numeric	10	Non CPP Trips	Total Non CPP trips with a fare basis code other than YCA or _CA, reported by fare basis code
14	Numeric	10	Non CPP Dollars	Total on Non CPP fare basis code dollars; excluding taxes and fees/surcharges, reported by fare basis code
15	Numeric	10	Non CPP Fees	Total Non CPP fare basis code fees, reported by fare basis code
16	Numeric	10	Non CPP Taxes	Total Non CPP fare basis code taxes, reported by fare basis code
17	Text	3	Reason Code	Reason code for use/non-use of contract city pair fare usage reported by fare basis code:

### **CPP Travel Report – Monthly:**

This report shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after all months with account activity, beginning with **month after contract award**, in a format readable in Microsoft Excel and sent to [onthego@gsa.gov](mailto:onthego@gsa.gov), subject: CPP Travel Report - Monthly.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	2	Carrier	
2	Text	3	Airport/city pair code 1	First airport; origin
3	Text	3	Airport/city pair code 2	second airport; final one-way destination
4	Numeric	10	YCA Trips	Number of trips with a YCA fare basis code
5	Numeric	10	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharges
6	Numeric	10	YCA Fees	Total YCA fare basis code fees
7	Numeric	10	YCA Taxes	Total YCA fare basis code taxes
8	Numeric	10	_CA Trips	Number of trips with _CA fare basis code
9	Numeric	10	_CA dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
10	Numeric	10	_CA Fees	Total _CA fare basis code fees
11	Numeric	10	_CA Taxes	Total _CA fare basis code taxes
12	Numeric	10	Non CPP Trips	Number of trips with a Non CPP fare basis code, reported by fare basis code
13	Numeric	10	Non CPP dollars	Total Non CPP fare basis code dollars; excluding taxes and fees/surcharges, reported by fare basis code
14	Numeric	10	Non CPP Fees	Total Non CPP fare basis code fees, reported by fare basis code
15	Numeric	10	Non CPP Taxes	Total Non CPP fare basis code taxes, reported by fare basis code

### **CPP Audit Report – Monthly:**

The Contractor shall provide a complete electronic report of all common carrier transactions, including refunds and adjustments. This report shall be sent by the **15<sup>th</sup> calendar day** (or the next business day if the due date is on a weekend or Federal holiday) after all months with account activity, beginning with **month after contract award**, in a format readable in Microsoft Excel and transmitted through a secure Internet site currently under development at <http://vsc.gsa.gov>. NOTE: Until such time as the site is ready to accept files, the Contractor shall track this information internally and make it available on GSA's request.

Item	Characters	Name	Description
1	4	Agency/Organization	SP 800-87 95-2
2	Ind. Std.	Acct No.	Credit Card No.
3	4	Issuing Carrier (SCAC)	NMFC Reference
4	20	Passenger name	Name of passenger
5	6	Issue date	Date ticket issued
6	6	Travel date	Date travel commences (each leg traveled)
7	13	Ticket No./Conjunction Ticket	Airline control number and any additional tickets
8	13	Exchange ticket	Reissued ticket
9	2	ARC Carrier Code	Airline reporting corporation code
10	1	Coupon No.	1, 2, 3, 4, 5, 6
11	2	Class service	Class designator
12	3	Origin city	For each leg traveled
13	1	Stopover	(X or O) each leg traveled
14	3	Destination city	For each leg traveled
15	8	Fare basis	YCA, BDG, etc.
16	4	Flight No.	Flight No.
17	4	Departure time	Time leaving origin
18	4	Arrival time	Time arriving destination
19	8	Total fare	Total fare for all legs traveled
20	5	Fee	Applicable fee/surcharge
21	5	Taxes	Domestic/international
22	8	Total cost	Total fare + fees + taxes
23	20	Reason code	See reason codes in Agency Travel Report
24	8	IATA Code	Travel Agency Number

Refund information shall include the following:

1. Last Name
2. First Name
3. Account number (means the complete travel card number)
4. Airline carrier
5. Original ticket number
6. Credit ticket number

For audit and refund reporting, the transaction information shall be through electronic means (e.g., secure web access, secure FTP transfer) as mutually agreed to. In instances of dispute, actual documentation may be required.

#### **B.5.2.9 FLY AMERICA ACT REQUIREMENTS**

The Contractor shall:

- (a) Ensure that travel is made in accordance with the Fly America Act. This Act requires Federal travelers to use a U.S. flag air carrier service for all air travel funded by the Government except when:
  - (i) Use of a foreign air carrier is determined to be a matter of necessity in accordance with Sec. 301-10.138 of the Federal Travel Regulation; or
  - (ii) The transportation is provided under a bilateral or multilateral air transportation agreement to which the United States Government and the government of a foreign country are parties, and which the Department of Transportation has determined meets the requirements of the Fly America Act; or

- (iii) The traveler is an officer or employee of the Department of State, or USAID, and travel is paid with funds appropriated to one of these agencies, and travel is between two places outside the United States; or
- (iv) No U.S. flag air carrier provides service on a particular leg of the route, in which case foreign air carrier service may be used, but only to or from the nearest interchange point on a usually traveled route to connect with U.S. flag air carrier service; or
- (v) A U.S. flag air carrier involuntarily reroutes travel on a foreign air carrier; or
- (vi) Service on a foreign air carrier would be three hours or less, and use of the U.S. flag air carrier would at least double the en route travel time; or
- (vii) When the costs of transportation are reimbursed in full by a third party, such as a foreign government, international agency, or other organization.
- (viii) For travel between the US and another country:
  - (1) If a U.S. flag air carrier offers nonstop or direct service (no aircraft change) from the origin to destination, a U.S. flag air carrier service must be used unless such use would extend the travel time, including delay at origin, by 24 hours or more
  - (2) If a U.S. flag air carrier does not offer nonstop or direct service (no aircraft change) between the origin and destination, a U.S. flag air carrier must be used on every portion of the route where it provides service unless, when compared to using a foreign air carrier, such use would:
    - a. Increase the number of aircraft changes that the traveler must make outside of the U.S. by 2 or more; or
    - b. Extend the travel time by at least 6 hours or more; or
    - c. Require a connecting time of 4 hours or more at an overseas interchange point.
- (ix) For travel solely outside the US, the traveler must always use a U.S. flag carrier for such travel, unless, when compared to using a foreign air carrier, such use would:
  - a. Increase the number of aircraft changes you must make en route by 2 or more; or
  - b. Extend your travel time by 6 hours or more; or
  - c. Require a connecting time of 4 hours or more at an overseas interchange point

#### **B.5.2.10 OPEN SKIES AGREEMENT REQUIREMENTS:**

Under the United States-European Union Open Skies Agreement, community airlines have the right to transport passengers on scheduled and charter flights funded by the U.S. Government, when the transportation is between a point in the United States and any point in a Member State or between any two points outside the United States except when:

- (1) There is a city-pair contract fare in effect for air passenger transportation services, or
- (2) Transportation is obtained or funded by the Secretary of Defense or the Secretary of a military department.

A listing of the Member States as found in the U.S.-EU Open Skies Agreement may be accessed via the Department of State's Web site at: [www.state.gov/e/eeb/rls/fs/2009/119760.htm](http://www.state.gov/e/eeb/rls/fs/2009/119760.htm)

#### **B.5.2.11 FEDROOMS REQUIREMENTS**

The Contractor shall provide a list of hotel data elements for all Government traveler hotel bookings per each individual passenger name record (PNR) to GSA or a designated third-party provider on a monthly basis in semi-colon delimited ASCII format flat file.

This data shall be sent by the 15th calendar day (or the next business day if the due date is on a weekend or Federal holiday) after each completed month. The data shall be transmitted to [onthego@gsa.gov](mailto:onthego@gsa.gov)

The data must include all Government traveler hotel bookings under FEDROOMS rate code and all bookings at Non- FEDROOMS rates (e.g. GOV, MIL, and TMC specific). FEDROOMS uses the secure rate access

code of “XVU” for all rooms booked exclusively under the Government-wide lodging program. This data shall cover all FEDROOMS and Non-FEDROOMS bookings within the Continental United States (CONUS), Non-Continental US and Overseas Non-Foreign areas, and Non-US Overseas locations (OCONUS). All GSA reporting is at no additional cost to the Government.

A list of all FEDROOMS facilities may be found at [www.gsa.gov/lodging](http://www.gsa.gov/lodging) (updated on or about the 1st and 15th of each month).

Data fields required are:

Field No.	Field Name	Comments
1	Agency / Organization	Use standard FIPS codes
2	Hotel Chain Code	
3	Hotel Name	
4	Hotel City	
5	Hotel State	2 letter abbreviation
6	Hotel Zip Code	5 digit
7	Rate Code	(E.g. XVU, GOV, MIL, TMC Specific)
8	Daily Room Rate	
9	Reason code (lodging)	From FTR if FEDROOMS rate code (XVU) was not considered. No code necessary for XVU bookings. List only one exception code per each NON-XVU booking, using code identifier 01 through 06 from TSS Attachment 5.
10	Reserved check-in date	
11	Reserved check-out date	
12	Booking Source	(E.g. Sabre, Apollo, Worldspan)
13	GDS Hotel ID	Could be alpha, alpha numeric, or numeric

#### **B.5.2.12 FIRE SAFETY ACT COMPLIANCE**

Federal travelers are required to stay in facilities that meet the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a).

#### **B.5.2.13 LODGING**

Travelers should always stay in a “fire safe” facility. This is a facility that meets the fire safety requirements of the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). The Contractor shall book a FEDROOMS facility where available, using the XVU Global Distribution System (GDS) rate code. (A list of FEDROOMS facilities may be found at [www.gsa.gov/fedrooms](http://www.gsa.gov/fedrooms)). If a FEDROOMS facility is not available in the location the traveler needs, the traveler’s designated travel management system must provide the traveler with a list of alternative facilities that meet the fire safe requirements of the Act. Where FEDROOMS facilities are not available, the Contractor shall endeavor to ensure access to reservations for quality lodging within allowable reimbursement limits.

#### **B.5.2.14 CAR RENTAL**

When authorized to use a rental vehicle for TDY purposes, the Contractor shall ensure that the traveler is informed that he/she must rent a vehicle from a vendor that participates in the Surface Deployment and Distribution Command (SDDC, formerly MTMC) Government Car Rental Agreement, unless he/she is OCONUS, and/or no agreement is in place for the his/her TDY location. SDDC has negotiated rental car agreements that include automatic unlimited mileage, collision damage insurance and fixed ceiling rates. The Contractor shall ensure that the traveler is informed of any insurance requirements.

#### **B.5.2.15 ADDITIONAL SUBMISSION REQUIREMENTS**

It is standard commercial practice for travel agencies to offer suppliers it has a commercial arrangement with. For the Government’s program, it is important to use the contracts and/or agreements the U.S. Government establishes with travel suppliers—i.e., airline city pair carriers (YCA, \_CA fares), FEDROOMS lodging providers (XVU rates), and car rental firms under the SDDC car rental agreements. In addition to the proposal instructions specified in paragraph D.2, the offeror shall:

- Disclose the travel suppliers it has a commercial arrangement with to include Global Distribution Systems, airlines, lodging, and car rental firms.

- Describe how it will use the contracts and/or agreements the U.S. Government establishes with its travel suppliers
- Describe the circumstances when the contracts and/or agreements the U.S. Government establishes with its travel suppliers will not be used
- Describe its quality control procedures as it relates to the prices established through U.S. Government contracts and/or agreements with its travel suppliers.

## SIN 599-1000: Contract Support Items

### Labor Category Descriptions

#### Administrative Travel Office Manager

*Duties:* Travel or transportation specialist who supports travel system reservations and accounting for travel budgets and payments using automated systems.

*Position Requirements:* Provides basic automated travel and administrative support.

*Minimum Education/Experience:* High School +4 years general travel experience minimum, with 1 additional year of management experience. A degree, technical training or business school completion may substitute for 1 year's general experience.

#### Travel Accounting Specialist

*Duties:* Travel or transportation specialist who supports travel system reservations and accounting for travel budgets and payments using automated systems.

*Position Requirements:* Provides basic automated travel and administrative support.

*Minimum Education/Experience:* High School +4 years general travel experience minimum, with 1 year of accounting experience or one year of back office experience. A degree, technical training or business school completion may substitute for 1 year's general experience.

#### Administrative Travel Office Assistant

*Duties:* Travel or transportation specialist who supports travel system reservations and accounting for travel budgets and payments using automated systems.

*Position Requirements:* Provides basic automated travel and administrative support.

*Minimum Education/Experience:* High School +4 years general travel experience minimum. A degree, technical training or business school completion may substitute for 1 year's general experience.

**B.5.100 SIN 599-1000 Contract Support Items**

Contractors on schedule may offer other fees that may be needed to provide direct support of the services provided.

Typical fees include copies of studies, survey assessment tools, publications, training materials, satellite ticket printers, delivery fees (for courier or other delivery of tickets or other documents), meeting planning, etc. Specific to SIN 599-2, Travel Agent Services, ancillary services that are not priced on a transactional basis should be offered under this SIN (e.g., customized reporting, services for unused tickets, booking engine fees, etc.).

The prices below are inclusive of the [INDUSTRIAL FUNDING FEE](#)

Description	Unit of Issue	GSA Rate
Satellite Ticket Printer (STP)	Per Month	\$375.00
Paper Ticket Delivery	Per Delivery	\$15.00
Support Contractor Travel Services	Per Ticket Fee	\$22.00
Fee for delivery of human remains	Per Transaction	\$27.00
Visa Service Fee	Per Occurrence	\$25.00
Express Visa Service Fee	Per Occurrence	\$50.00
Software Solution	Per Month	\$110.90
One Staffed Location	Per Month	\$8,039.00
Full Time Travel Agent (more than 20 hours)	Per Month	\$5,527.00
Part Time Travel Agent (20 hours or less)	Per Month	\$2,763.00
One GDS Terminal Including Software	Per Month	\$287.50
Standard Commercial Reports		\$0.00
Custom Reports	Per Report	\$15.00